

Affected Programs: BadgerCare Plus, Medicaid
To : Dentists, HMOs and Other Managed Care Programs

Dentists Can Indicate if They Limit Their Practice in the Provider Directory for Members

Effective with the implementation of ForwardHealth interChange, members will have access to a provider directory that lists all Medicaid-certified providers, including dentists. Dental providers may indicate in this directory if they limit their practice to certain groups.

Background Information

In November 2008, the Department of Health Services (DHS) will implement ForwardHealth interChange, which replaces Wisconsin's existing Medicaid Management Information System (MMIS). ForwardHealth interChange will be supported as part of the State's new fiscal agent contract with EDS. With ForwardHealth interChange, providers and trading partners will have more ways to verify member enrollment and submit electronic claims, adjustments, and prior authorization requests through the secure ForwardHealth Portal. Refer to the March 2008 *ForwardHealth Update* (2008-24), titled "Introducing ForwardHealth interChange, a New Web-Based Information System for State Health Care Programs," for an overview of the implementation and a more detailed outline of the many business process enhancements and added benefits the new system and fiscal agent contract will provide.

Effective with implementation of interChange, members will have access to a provider directory that lists all Medicaid-certified providers in Wisconsin, including dentists. This *Update* provides instructions for dentists

on how to indicate on the Portal that they limit their practice to certain groups of Medicaid and BadgerCare Plus members.

ForwardHealth Portal

The DHS is excited to bring the Portal to the Wisconsin provider community as it allows providers and trading partners greater access to, and improved services from, ForwardHealth. A new Portal will be launched with the implementation of ForwardHealth at www.forwardhealth.wi.gov/ where providers, trading partners, managed care programs, and partners will have access to both public and secure information through the Portal. The secure Portal allows providers to conduct business with ForwardHealth, which may include access to protected health information as well as exchange electronic transactions with ForwardHealth. The public Portal allows general ForwardHealth information accessibility to all users. Members will have a separate Web site, www.forwardhealth.wi.gov/members/, to access general health care program information and apply for benefits online.

Please refer to the July 2008 *Update* (2008-94), titled "Introducing the ForwardHealth Portal," for more information about the Portal.

Provider Directory on the Member Portal Web site

With implementation of interChange, members will have access to a provider directory at www.forwardhealth.wi.gov/members/. Members will be able to search for Medicaid-certified providers, including dentists, by program, provider type, provider specialty, city, and county.

Demographic Maintenance on the Portal

Dental providers will be able to indicate whether they are accepting new patients, not accepting new patients, or accepting new patients with limitations in the provider directory beginning after implementation of ForwardHealth interChange. Providers must first establish a provider account on the Portal. Refer to the July 2008 *Update* (2008-124), titled “Establishing a Provider Account on the ForwardHealth Portal,” for more information on setting up provider accounts on the Portal.

To indicate if the dentist limits their practice, the provider should do the following:

- Go to the Portal at www.forwardhealth.wi.gov/.
- Log in to his or her provider account.
- Once logged in, the provider should click on the “demographic maintenance” link.
- Click on the “accepting new patients” link. Select yes, no, or limited in the field “Are you accepting new patients at this time?”

If the provider selects “limited,” the provider will be able to select one or more of the following options to limit services provided to members:

- Dentures only.
- Emergency only.
- Nursing home only.
- Oral surgery only.

- Provider home and surrounding counties only.
- Provider home county only.
- Root canal only.
- Children.

Providers may limit the number of Medicaid and BadgerCare Plus members in any number of ways, including based on certain demographic information, to certain days of the week, or times of the day. However, providers are prohibited from limiting their acceptance of Medicaid and BadgerCare Plus members in a way that discriminates against a protected class, as defined in federal and state anti-discrimination laws.

The option to indicate practice limits through the Portal is available to dental providers and members as a convenience. Not selecting one of the above option in no way limits a provider’s ability to limit their practice in other acceptable ways.

Dentists may also update other provider information, such as address and telephone numbers, that displays in the provider directory. This can be done on the demographic maintenance page of the Portal.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at dhs.wisconsin.gov/forwardhealth/.

P-1250